

## AGENDA FOR CHANGE: JOB DESCRIPTION

<b>Post title:</b>	<b>Head of Estates Operations</b>
<b>Directorate/department:</b>	Estates, Facilities & Capital Development
	THQ
<b>Agenda for Change band:</b>	Band 8c
<b>Accountable to:</b>	Associate Director of Estates
<b>Accountable for:</b>	Band 8 Maintenance Managers (Building, Electrical & Mechanical) Compliance, Contracts & Support Manager Management of the Estates Operational budget of circ. £ 10Mil
<b>Main purpose:</b>	<ul style="list-style-type: none"> <li>Responsible for the provision and management of strategic and day to day Operational Estates building and engineering maintenance services for multiple sites. To support the needs of patients, visitors, and staff and for ensuring the environment is presentable and the capacity for patients is not affected.</li> <li>Provide professional leadership, management and support to the Estates Maintenance Managers, and Compliance, Contracts &amp; Support Manager, as part of the senior leadership within EFCD</li> <li>Line Manager to Estates Maintenance Managers and operational staff.</li> <li>Provide expert specialist and professional building and engineering expertise as the subject matter expert to estates staff, capital projects, senior managers, directors and external companies and negotiate as required with suppliers and contractors.</li> <li>Deputise for the Associate Director of Estates when required for all aspects related to Estates Operations or other nominated issues including attending meetings and compiling reports.</li> <li>Work with the Associate Director of Estates to ensure that Estates Objectives and KPIs are met.</li> </ul>
<b>Key working relationships:</b>	<ul style="list-style-type: none"> <li>Senior management of EFCD</li> <li>All EFCD departments</li> <li>Clinical and non-clinical staff</li> <li>Health and Safety, Human Resources, UHS Digital, Procurement</li> <li>Infection Prevent team</li> <li>Divisional Directors</li> <li>Authorising Engineers</li> <li>Consultants, Architects and Designers.</li> <li>Contractors</li> <li>Colleagues in other NHS Trusts and organisations</li> <li>Government and Local Authority Statutory and Mandatory Compliance organisations.</li> <li>Tenants of the Trust</li> </ul>
<b>General duties:</b>	<ol style="list-style-type: none"> <li>To lead on and ensure that the operation and maintenance of Estates Services, Buildings and Building Service installations, comply with Health Service requirements, Statutory instrument, Health Technical Memorandum (HTM's) and Health Building Notes (HBN's).</li> <li>To lead on, developing and implementing Trust policies and procedures, ensuring compliance with Statutory instruments, HTMs', HBN's and approved codes of practice.</li> <li>To lead on and develop Cost Improvement Plans and schemes for Estates Operations.</li> </ol>

	<ol style="list-style-type: none"> <li>4. Deputise for the Director of EFCD as required including attending any internal and external stakeholder meetings.</li> <li>5. Required to make Trust critical decisions across a wide range of highly complex estates issues, taking into account current legislation, Health and Safety matters, conflicting demands and the content of expert advice given for estates operational issues.</li> <li>6. To be accountable for Estate's revenue budgets for maintenances and equipment. Provide annual maintenance programs, monthly financial accounts of expenditure and forecasting for the Financial Directorate, Associated Director of Estates and Director of Estates, Facilities and Capital Development. Ensure that all expenditure is in accordance with the Trust Standing Financial Instructions and value for money.</li> <li>7. Authorised signatory for payments exceeding £5k including overtime, agency staff and purchases including complex equipment. Responsible for selection of suppliers where necessary.</li> <li>8. To be accountable for ensuring the Operational Maintenance team carry out testing, installation and repair of equipment across the Trust.</li> <li>9. To lead on the development and formulation of the long-term estates operations strategic plans that impact across the Trust positively and implement organisational objectives for Operational Maintenance.</li> <li>10. Be accountable for Estates Emergency on call provision, covering the full range of hospital Estates services, 24 hours a day, 365 days a year. Utilising directly employed Craftsperson's, Technicians, Supervisors, Estates Officers, Service Managers, and contracting organisations.</li> <li>11. Take part in an EFCD Senior Manager on call rota and provide full technical, managerial and liaison function for major service failure. Ensure minimal impact on patient capacity. Liaise fully with the Operational, Clinical, Directorate Managers and Duty Director as necessary.</li> <li>12. Lead on all activity that assists in the improvement of the condition of the trust estate and efficient delivery of services including PLACE, 6 Facet Surveys and trials and testing of new equipment and technology.</li> <li>13. Responsible for ensuring that Trust plans and drawings are updated using appropriate software and CAD systems. Responsible for ensuring that reporting and recording systems are established and to report on regular KPI data as required.</li> <li>14. Manage and be accountable for the performance of the Operational Estates function including Planned Maintenance, Reactive Maintenance, Contract management and all aspects of Compliance. Deal with discrepancies, technical, financial, or poor performance as necessary in accordance with Trust policies.</li> <li>15. Lead the response to site emergencies, major incidents including reviewing drawings, reviewing specifications and paperwork. To provide Technical Support and Advice as required.</li> <li>16. Act as either the case manager or chair for grievance or disciplinary issues.</li> </ol>
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	<ol style="list-style-type: none"> <li>17. Be accountable for the development, implementation, maintenance and testing of contingency plans for Estates functions to ensure minimal impact upon clinical services within the Trust.</li> <li>18. Deputise for the Head of Estates Backlog Projects when required to manage capital and revenue projects from concept to completion including all aspects of project management reflecting Trust, Health Service and Statutory requirements.</li> <li>19. Lead on ensuring that all estates operatives are up to date with their PDR; statutory and mandatory training.</li> <li>20. Support and give advice when required to the Estates Capital Projects Team and Stake Holder Project teams, providing information as necessary and organising service shutdowns as required, in addition advising on practicality, service requirements/constraints, product suitability and other influencing factors.</li> <li>21. Manage works being carried out in hazardous areas taking all safety measures to prevent danger, avoid injury and prevent damage to equipment. Ensure risk assessments are completed as appropriate.</li> <li>22. Responsible for ensuring the Trusts land, buildings and building services are always functioning and presentable. Provide condition survey reports for the Estate Directorate as required.</li> <li>23. Lead on by example and ensure that all Estates operatives work safely and wear the appropriate PPE.</li> <li>24. Responsible for ensuring that the Operational Maintenance Department manage the Estates records in accordance with Statutory and Health Service requirements ensuring preparedness for internal/external audit at any time.</li> <li>25. Ensure Authorised Person (AP) and/or Competent Person (CP) for specified specialist areas, such as: Pressure Systems, Water Safety, Low Voltage, High Voltage, Medical Gas Piped Systems, Lifts and Ventilation are appointed as required.</li> <li>26. Ensure that the Authorising Engineers for the above elements are appointed.</li> <li>27. Work with the Compliance Manager to ensure systems and process are in place for all Statutory and Mandatory issues and develop and implement appropriate policies to support this.</li> <li>28. Work with the Compliance Manager to ensure that Health and Safety is managed and auditable.</li> <li>29. Ensure we meet all mandatory and statutory compliance to mitigate the Trust Insurance requirements.</li> <li>30. Take the lead in ensuring that all Risks and Issues identified in SCART are closed out in the required time frame.</li> <li>31. Take the lead in ensuring that Insurance Inspection elements are closed out in a timely manner.</li> <li>32. Lead in the development of a service level agreement and meeting stretched KPI's for estates and compliance activity. Be prepared and able</li> </ol>
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	<p>to present KPI data and performance summaries across to various groups as required.</p> <p>33. Advise and work with Capital Programme team to ensure that HTM and HBN compliance is achieved and other statutory instruments and guidance, such as: British Standards and engineering best practice guides.</p> <p>34. Work with the Compliance, Contracts &amp; Support Manager to ensure that contracts and compliance is fully reported to meet requirements such as PAM and CDC's.</p> <p>35. Communicate highly complex information to all departments, contractors including Trust board on all aspects of estates.</p>
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### IMPORTANT ADDITIONAL INFORMATION RELATING TO YOUR EMPLOYMENT

<b>Duty of care</b>	<p>You are responsible for ensuring that the patient, family and carers are at the centre of everything you do.</p> <p>Be open, honest, and willing to acknowledge when something has gone wrong. Make timely apologies and take action to report incidents, including near misses; to ensure that as an organisation we learn.</p> <p>You should continuously seek to reduce harm by speaking up to managers and leaders if you believe that a lack of skills, knowledge, or resources place patients at a risk of harm or if your concerns are not being listened to. Managers and leaders must listen to others when they raise concerns and take action.</p> <p>Wholeheartedly commit to learning about safety, continually striving to improve excellent care. Develop your own ability to detect and correct defects.</p>
<b>NHS standards of business conduct and professional registration</b>	<p>All employees must abide by the guidance set out in the NHS Code of Conduct and Standard Business Conduct for NHS Staff (HSG 93/5), as amended or replaced from time to time. Managers must also comply with the NHS Code of Conduct for Managers.</p> <p>All clinical professionally regulated staff must abide by the codes of conduct issued by their respective regulatory bodies (e.g. NMC, GMC, HPC) and ensure that they maintain updated registration as required by the role.</p>
<b>Living our values every day</b>	<p>All staff are expected to strive to make the Trust values 'what we do' – to inspire, develop and support every one of us to live our values; every patient, every colleague, every day.</p> <p>Each post holder is expected to ensure they live the values of:</p> <ol style="list-style-type: none"> <li>1. Patients First</li> <li>2. Always Improving</li> <li>3. Working Together</li> </ol> <p>These values are about us all helping each other to deliver great patient experience more consistently – involving people who use our services, their families, carers, staff and partners in continuing to improve the experience people have using and delivering our services</p>
<b>Health and safety:</b>	<p>Staff are reminded of their responsibility to take care of their own personal safety and others whilst at work. In addition, no person shall interfere with, or misuse anything provided in the interests of health, safety and welfare</p>

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<b>Infection prevention and decontamination of equipment:</b>	All staff are reminded of their responsibility to adhere to Trust and departmental infection prevention policies, including policies for the cleaning and decontamination of equipment, in order to protect their own health and that of other employees, visitors and patients.
<b>Child protection/safeguarding</b>	All staff providing services to patients and children are reminded of their responsibility to adhere to Trust and departmental child protection and safeguarding policies including employment checks.
<b>Confidentiality</b>	<p>All employees of University Hospital Southampton NHS Foundation Trust are reminded of the need to treat all information, particularly clinical and management information, as confidential.</p> <p><b>Any employee who wilfully disregards Trust and departmental policies may be liable to serious disciplinary action including dismissal.</b></p> <p>This job description will be reviewed yearly as part of the annual appraisal, to ensure that it reflects the responsibilities of the post. No changes will be made without full consultation with the postholder.</p>
<b>Mental Capacity Act 2005</b>	All Staff are required to ensure knowledge regarding the Mental Capacity Act 2005 (MCA) at a level deemed essential for their role. The level of training required will be specified to members of staff and is dependent on their role. It is important that staff understand and comply with local policies and procedures relating to MCA to ensure the Trust can act in an individual's best interest when providing care. This helps to ensure ongoing adherence to our legal obligations and ensuring we put the needs of our patients first.
<b>Sustainability</b>	Staff are reminded of their responsibility to take care of the resources used whilst at work. These include careful use of energy and water; for example, ensuring unnecessary equipment is turned off when not in use. Waste needs to be segregated properly. UHS policies and strategies for sustainability should be followed whilst undertaking daily duties. We encourage staff to be involved with sustainability at work, through participation in the Green Guardians network.
<b>Last updated</b>	26 April 2024